



Transportation  
Interim Committee  
May 19, 2022



## April '22 Vehicle Services Stats

Transaction	April '21	April '22	Variance
Approved Titles	47,040	47,559	519
Replacement Titles	2,864	1,966	898
Counter Customers		476	
T&R / Dealer Title Only	1,838	1,025	813
Add Liens	1,481	1,154	327
Release Liens	3,657	4,511	854
Salvage	792	287	505
Escrow	4,250	3,999	251
Email Business Partners	501*	4589*	NA
Dealer Visits	3	4	1
VIN Inspections		228	
Total VSB Transactions	62,426	65,798	3372



## Vehicle Services Updates

- Aluminum Shortage
  - Making progress with vinyl
- Dealer Title Only (DTO)
- Staffing





## 2022 Driver Services Stats

Customer Surveys	Jan – Mar '22	Jan – Apr '22
Office Appearance	4.26	3.95
MVD Staff Appearance	4.10	4.05
Wait Time for Appt	4.03	4.02
Friendliness	4.50	4.37
Knowledge	4.44	4.46
Overall	4.26	4.18

*"I was nervous because of the experiences I've had in the past, but it was downright pleasant."*



## **April '22 Driver Services Stats**

Customers Served	Jan - Apr '21	Jan - Apr '22	Variance
Eastern Region	16,820	17,093	273
Central Region	20,052	22,279	2,227
Northern Region	14,339	14,911	572
Western Region	20,556	22,824	2,268
Total Driver Services Customers	71,767	77,107	5,340



## Driver Services Updates

- Call Center
  - Fully staffed
  - Average Wait Time – 12 minutes
- Exam Stations
  - Days out
    - Renewal – 36
    - Road Test – 38
    - Written Test – 37
  - Virginia City opening – June 17
  - Philipsburg – one additional day per week
- Mobile Unit
  - Bozeman and Missoula – 228 customers
  - Anaconda – May 18 & 19
  - Ennis – June 6 – 10
  - Billings Fair – August
  - Bozeman - September





## April '22 Authorized Agent Stats

Authorized Agents	April '21	April '22	Variance
	Transactions	Transactions	
Billings	5948	5543	405
Bozeman	0	1796	1796
Missoula	43	3851	3808
<b>Total MVDE Transactions</b>	<b>5991</b>	<b>11190</b>	<b>5199</b>
Billings	39	133	94
Bozeman	214	271	57
Helena	130	137	7
Kalispell	154	416	362
Missoula	319	301	18
<b>Total AAA Transactions</b>	<b>856</b>	<b>1258</b>	<b>402</b>
First Student	3	6	3
Helena College	0	1	1
Wilson Logistics	12	6	6
<b>Total CDL Testing Agents</b>	<b>15</b>	<b>13</b>	<b>2</b>
<b>Total Authorized Agent Transactions</b>	<b>6863</b>	<b>12461</b>	<b>5599</b>



## **MVD Authorized Agents**

- New 3<sup>rd</sup> party testers
  - Highlands College
  - Miles College
  - Missoula College
- Training – June 13 - 17





## **Merlin Replacement**

- Project Milestones
  - Demonstration 4/26/22
  - Contract Negotiations